

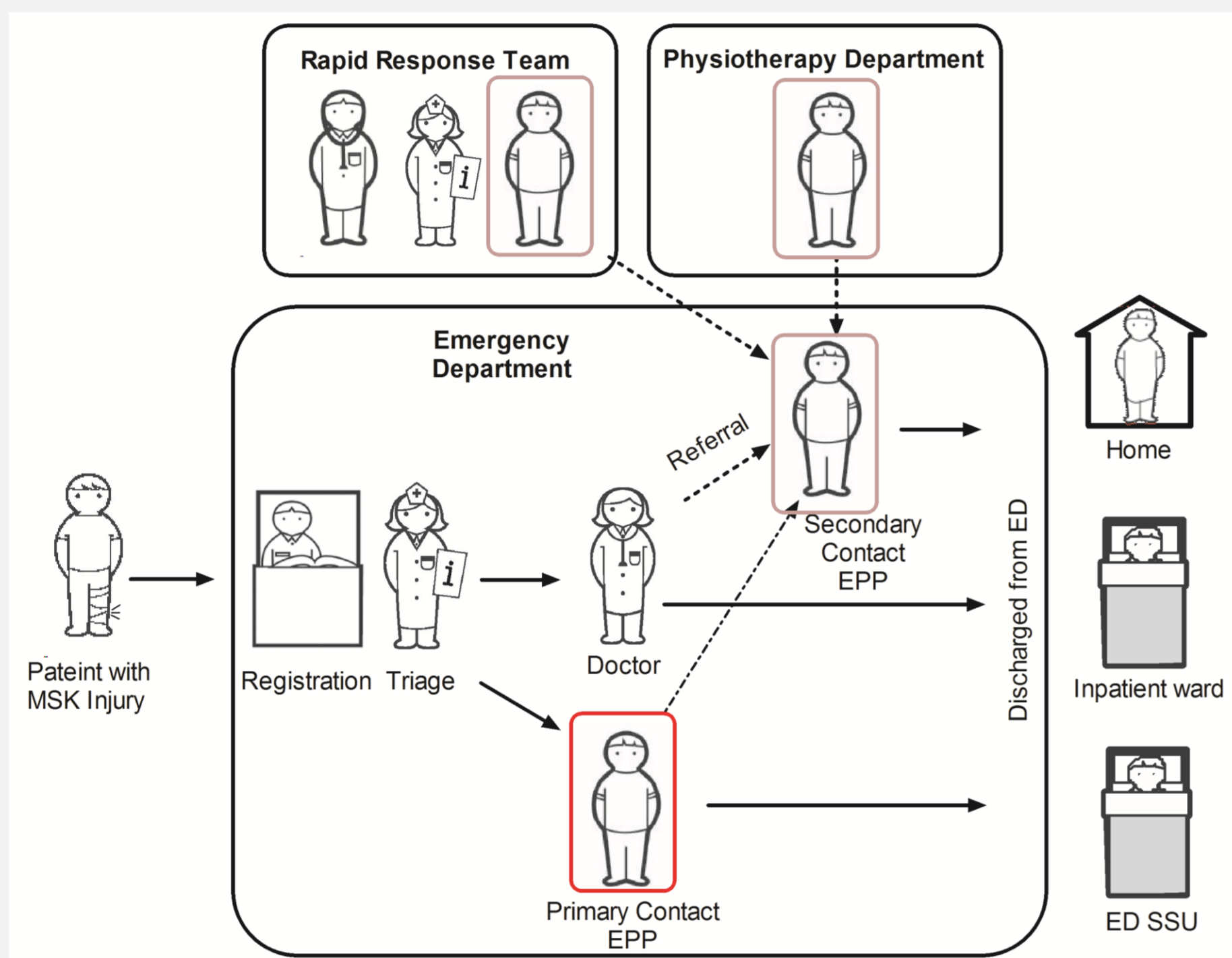
# Primary contact Emergency Physiotherapy Practitioner (EPP) improves musculoskeletal patient flow and outcomes in NSW EDs

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## Background

- Patients with musculoskeletal injuries are common presentations to emergency departments (ED)
- In NSW, physiotherapy services are provided in EDs through different models of care:



- There has been no comprehensive evaluation of the role and the impact of these models of care on patient outcomes and ED performance

## Project Aim

To determine the impact of the emergency physiotherapy service, provided through different models of care, on patient outcomes.

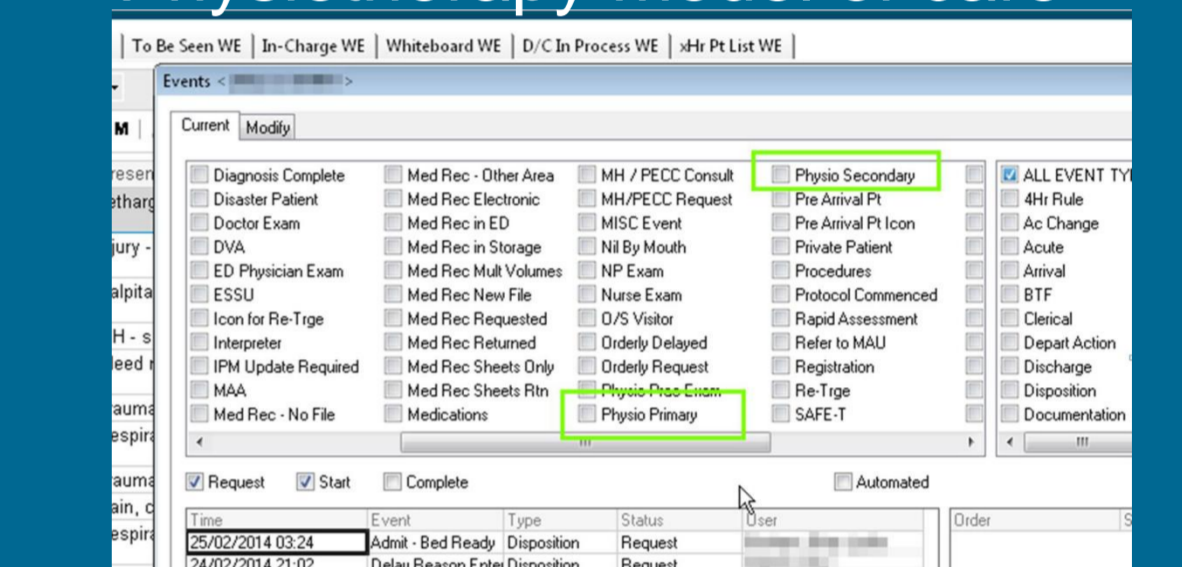
## Methods

A mixed method prospective observation study in 20 intervention EDs in NSW

### Participating EDs



### First Net "events" tool to identify Physiotherapy model of care

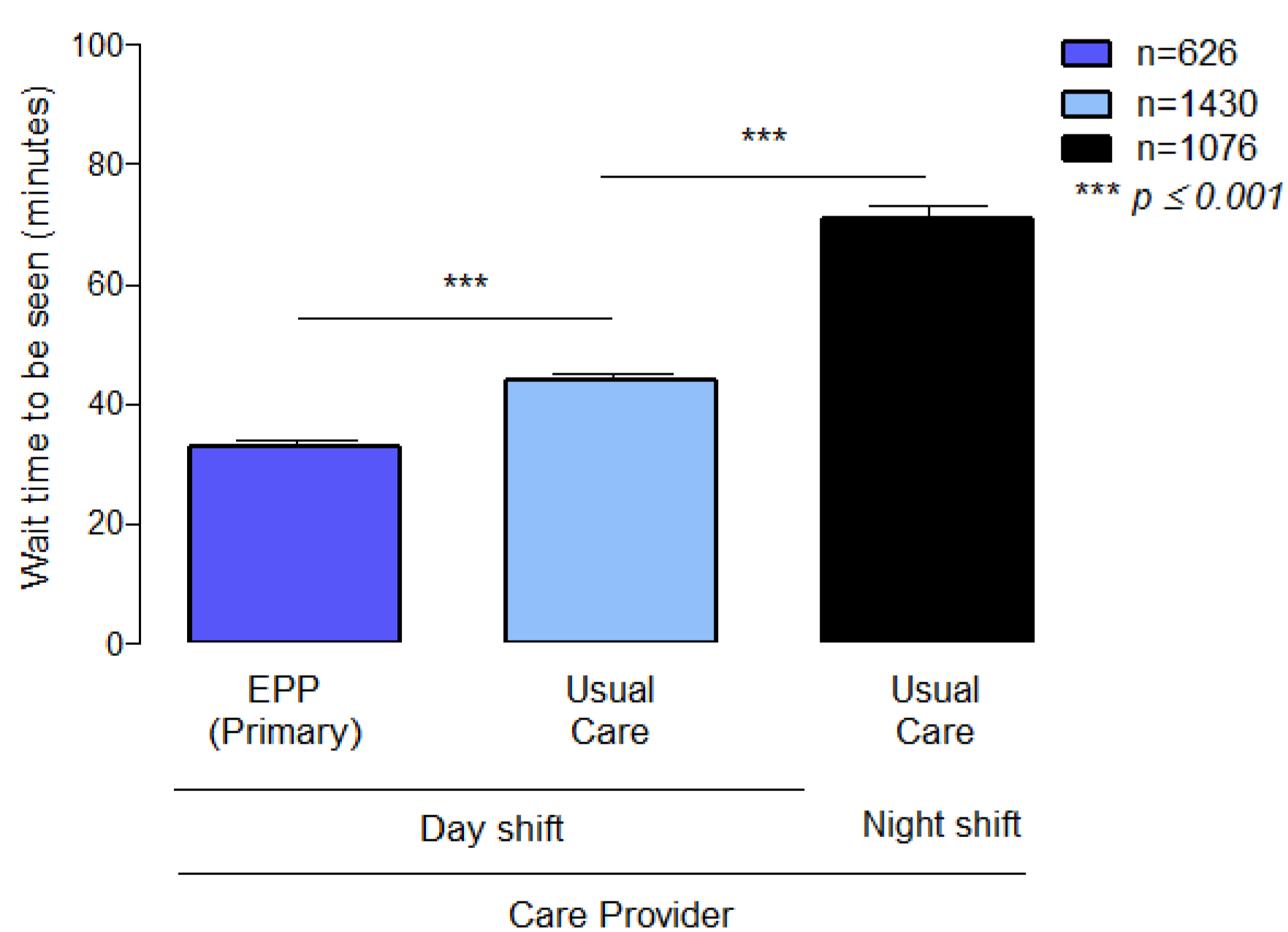


Staff Survey

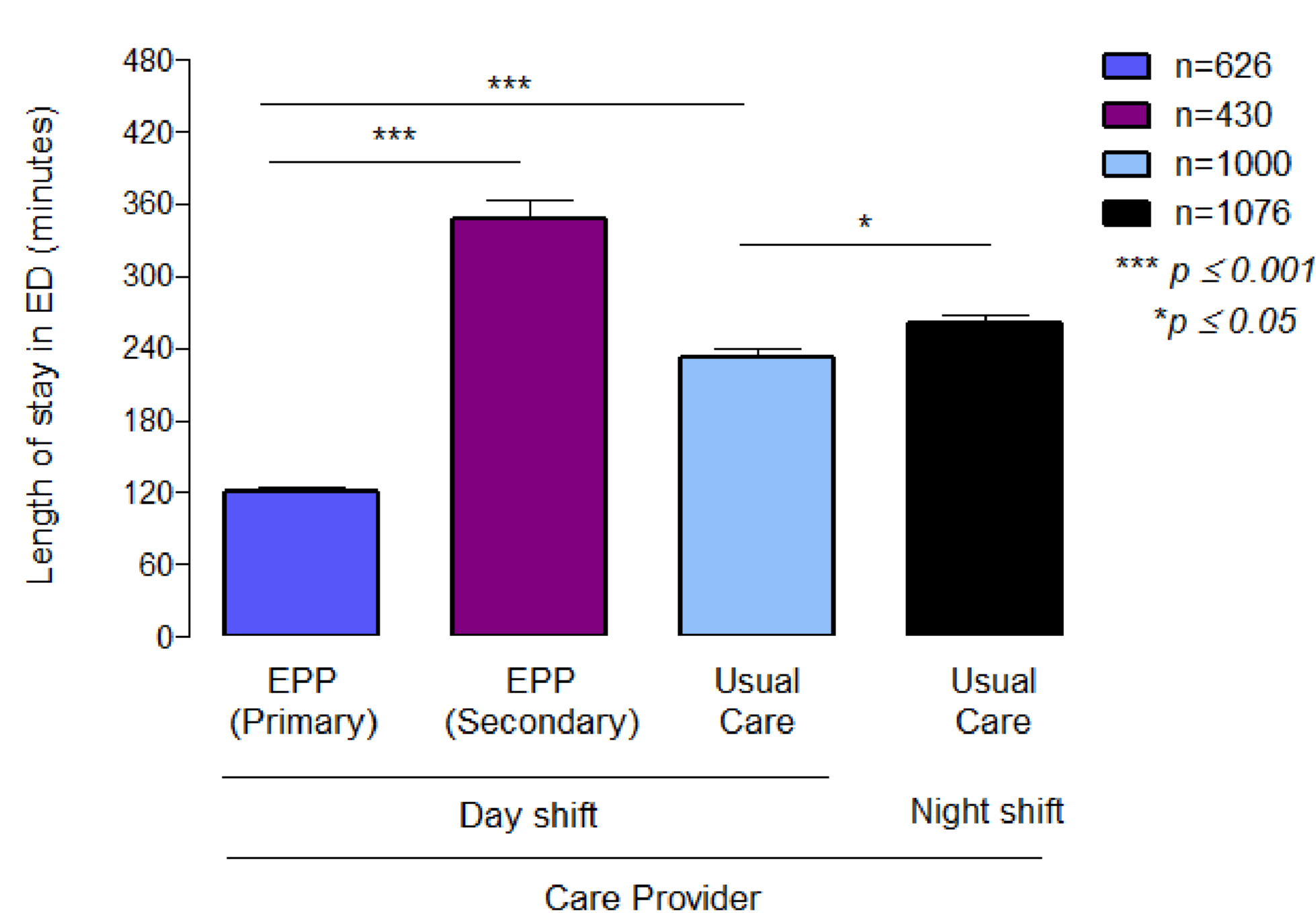
Patient Survey

## Results 1: Patient flow

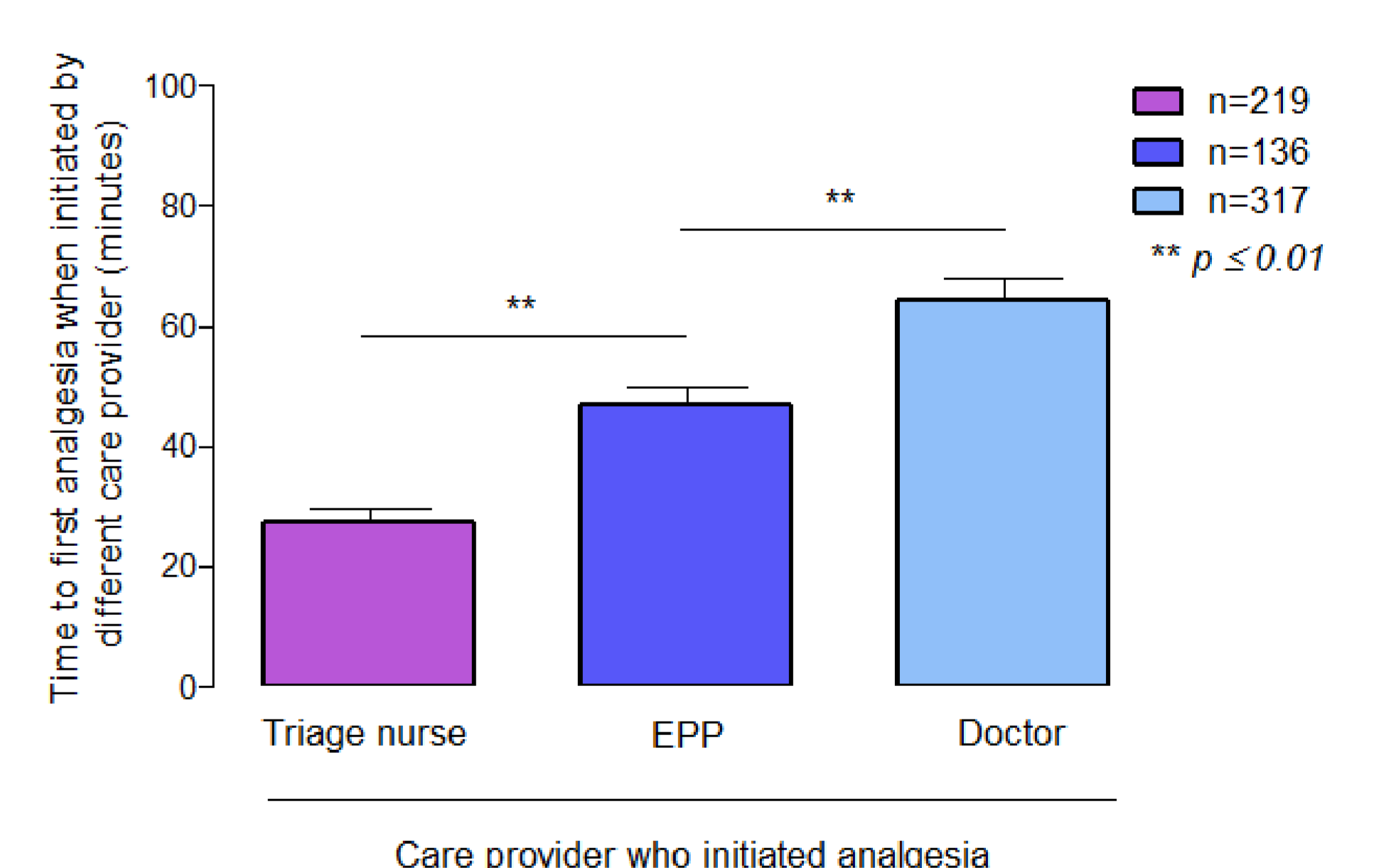
a. wait time to be seen



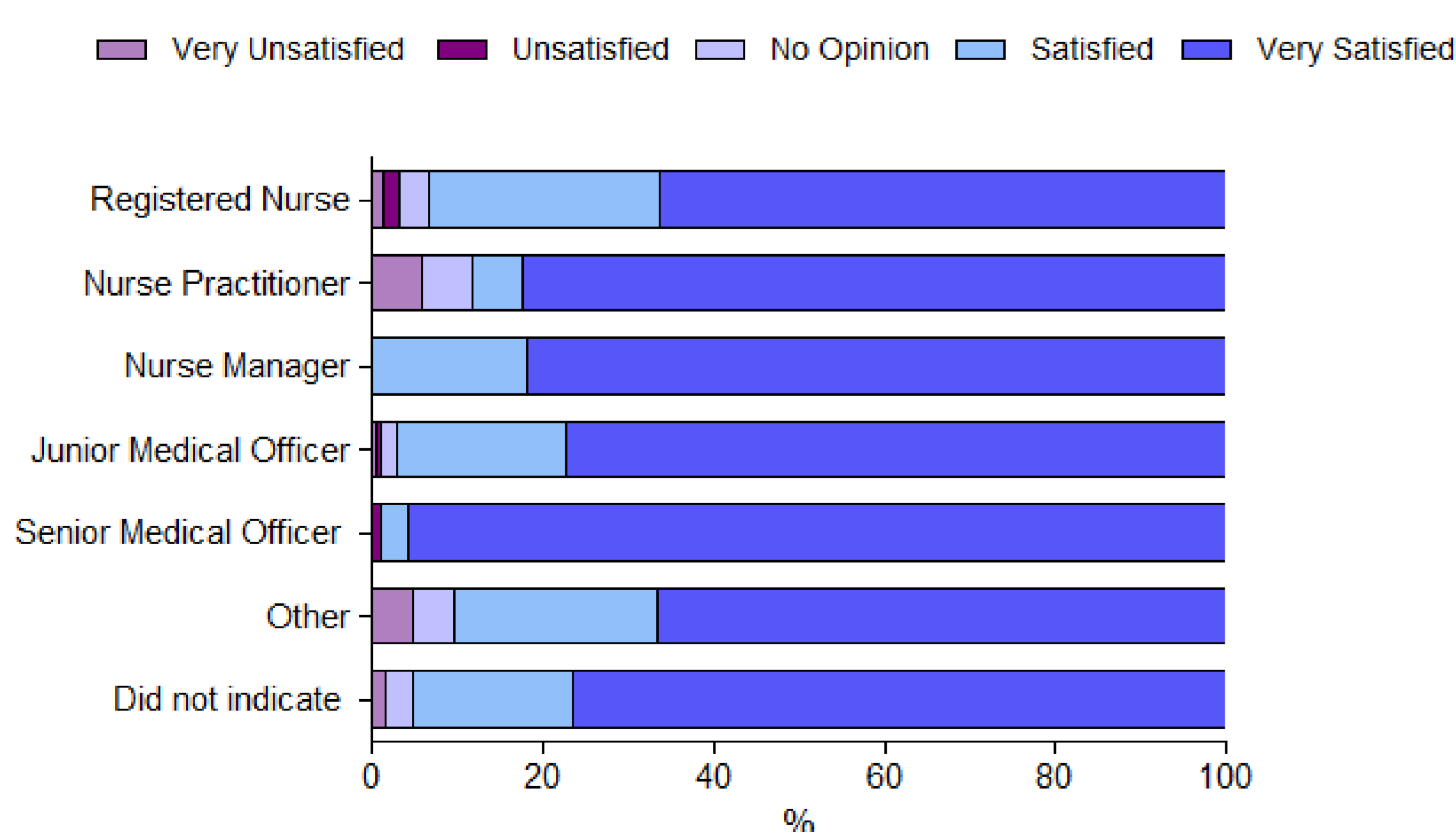
b. length of stay in ED



c. time to first analgesia



## Results 2: ED staff satisfaction



## Results 3: Patient experience

	Doctor (n=102)	Nurse Practitioner (n=30)	EPP Primary Contact (n=453)	EPP Secondary Contact (n=357)
I was given advice about medication	62.7	33.3	63.1	59.7
What exercise I should be doing to improve my condition	19.6	26.7	61.1	54.6
How to manage my condition at home	45.1	60.0	82.8	74.8
What to do if there was a change in my condition	39.2	26.7	67.5	62.5
Whom should I see to follow up on my condition	66.7	73.3	77.5	69.7

## Conclusion

- The primary EPP model of care significantly improves patient flow in the ED
- Patients who received care by the physiotherapy practitioner in the ED felt that they received good management and advice about their condition.
- Clinicians positively perceived the role of the primary contact physiotherapy practitioner

“clinicians and consumers working together”

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